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# **Request for Proposals**

## **Payroll Processing and Human Resources Services**

City of Sunnyside, Washington

**Issue Date: May 6, 2013**

**Due Date: May 31, 2013**

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## **Current Solution — Status, Practices, and Challenges**

Today, the City of Sunnyside is processing its payroll internally via the Eden software system and will soon complete a transition to the Bias software program. The City has experienced significant turnover in personnel responsible for the processing of payroll and lost much of its institutional knowledge. The city has also been fined and penalized by multiple agencies for late or incomplete payroll processing and payment of withheld funds. The City of Sunnyside is seeking qualified proposals for complete payroll processing and human resource services. The proposals should list the available services in a cafeteria-style breakdown. The associated costs for each service should also be listed in the same manner.

## **RFP Process**

### **Contact Information**

All vendors responding to this RFP should direct questions to:

Delilah Saenz	(509) 836-6310
City Clerk	Fax: (509) 837-3294
City of Sunnyside	dsaenz@sunnyside-wa.gov
818 E. Edison Ave.	
Sunnyside, WA 98944	

Any oral communications with the City of Sunnyside will be considered unofficial and non-binding. Vendors should rely only on written statements and electronic communications issued by the RFP contact named above.

### **Questions About the RFP**

Vendors should address questions in writing to the RFP contact named above, who will provide responses to all potential or identified proposers. The deadline for all questions is May 24, 2013 at 3:00 PM.

### **RFP Documents**

Vendors must submit the proposal in writing to the City of Sunnyside, ATTN: Delilah Saenz, 818 E. Edison Ave., Sunnyside, WA 98944 or electronically to [dsaenz@sunnyside-wa.gov](mailto:dsaenz@sunnyside-wa.gov).

Proposals are due by 3:00 PM May 31, 2013. The City of Sunnyside may reject proposals received after this time.

## **Scope of Services**

The City of Sunnyside is seeking proposals from competing vendors for the services listed and defined in the questionnaire of this RFP.

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The City of Sunnyside favors an integrated, single-vendor solution; however, if necessary, Sunnyside will consider solutions that incorporate complementary products while retaining coordination of client support and account management. Cost proposals for ancillary services and requirements should be presented separately from the cost proposal for standard services and requirements listed herein.

## **RFP Standards and Format**

### **Proposal Format**

Proposals should provide a forthright and concise description of vendor capabilities to satisfy stated requirements. Avoid special formatting, color ornamentation, and promotional materials. Focus on clear, concise content organized as follows:

1. Cost Proposal
2. Company Overview
3. Answer to RFP Questions
4. 3 References
5. Copy of Service Agreement
6. Any additional items (awards, financial statements, etc.) vendor would like to include as consideration.

### **Questionnaire**

Vendors must complete the questionnaire to indicate their ability to meet the requirements set forth therein.

Any vendor that cannot meet requirements listed in the questionnaire must explicitly state such in its response. If no restrictions or exceptions are presented, the City of Sunnyside will assume that the vendor can provide full capabilities described in the questionnaire.

The roles of any third-party vendors necessary to deliver requested services should be explained in the appropriate sections.

### **References**

The vendor must enumerate no fewer than three (3) references from clients of similar size and type that the vendor has served over the past two years and continues to serve. For each reference indicate a contact person, telephone number, email address, implementation start and end dates, and products and services provided.

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## **Cost Proposal**

Pricing should include detail:

- Software
- Services
- Maintenance
- Other required items
- Associated costs

Pricing must identify the total for:

- One-time/initial costs
- Annual recurring costs

## **Terms and Conditions**

### **Standard Service Agreement**

Please attach a copy of vendor's standard service agreement. Services will be performed only in accordance with mutually agreed contract terms and conditions negotiated upon selection.

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# Request for Proposal: Payroll, Time and Attendance and HR Outsourcing

## Questionnaire: Vendor Profile and Product Functional Overview

### Instructions

For any questions associated with functionality that is not available, please respond with N/A. **Do not leave any question response fields blank.**

### **A. Company Overview**

1. Describe your organization and how it was formed.
2. Describe the current ownership structure of your company.
3. Give the location and function of all offices in your organization that will be involved in servicing our needs. Specifically detail the locations that will facilitate service to the City of Sunnyside including locations that serve as business continuity sites.
4. How many employees does your company employ? How many employees are working or supporting your HR/PR solution?
5. Provide a copy of your most recent and past two years SSAE16 (formerly SAS70) reports.
6. What sets your company apart from others in the industry?
7. Detail the number of years in the HR/PR industry.
8. Describe the strengths of your product(s) and its competitive advantages in the marketplace.
9. Has your company recently received any awards?

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10. Is your entire hosting and service delivery infrastructure located within the U.S.? If yes, explain.
  11. How many payroll clients does your company have?
  12. What is your primary business focus?
  13. What is the average size of your clients (# of employees?)
  14. Describe your company's account management service philosophy and approach.

## **B. General Product Overview**

1. Are the modules of your software fully integrated, and if so, is there a single point of entry?
2. Are software upgrades included with your application? Are they included in the proposed costs?
3. Explain how information flows between your HR and time and attendance, or other modules, into your payroll module.

## **C. Payroll Functionality**

1. Has your company integrated with Stuart Ganzer time tracking software before?
2. Can your payroll module support creating new earnings or deduction codes at any time?

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3. How many deduction codes are allowed?
  4. Can your payroll software support entering future and prior dates for pay changes?
  5. Describe your payroll process.
  6. Can your software process automatic salary increase and mass salary changes?
  7. How are garnishments handled in your system?
  8. Does your software allow manual checks to be issued after payroll is run?
  9. Can your software interface with our general ledger? What report(s) can be run to reflect information from the GL?
  10. Is payroll completed in "real time?" Can you preview the payroll nearly instantaneously after entering?
  11. Can employees download their Forms W-2, view paystubs, and update tax information online?
  12. Can employees run "What If" scenarios to see what their take-home pay will look like?
  13. Do you offer direct deposit for employees?
  14. Can it keep a current balance of vacation hours available?
  15. Does your software allow time punch data and PTO accruals to print on paychecks?

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16. Describe your payroll processing audit procedure.
  17. Can you make changes to payroll after hours have been submitted?
  18. Do you file all quarterly and annual tax returns and make all tax payments for the client including L&I? Are there exceptions?
  19. How many years of data are maintained in your system? How many years are readily available to view?
  20. Please provide a list of your system's standard payroll reports.
  21. Can you customize reports?
  22. What support is offered for help with creating and running reports?

#### **D. Human Resources (HRIS) Functionality – Software**

1. How does the HR solution (HRIS) integrate with payroll and time and attendance?
2. How much employee history is maintained for current and former employees?
3. How are annual performance reviews handled by your system?
4. Does your product track the following?
  - a. Discipline/Performance Improvement Plans
  - b. Awards and Positive Behavior
5. Can your software notify managers of upcoming performance reviews? How?



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6. Can the software provide an EEO-1 report? How?
  7. How does the software generate OSHA compliance reporting?
  8. How does the software track accidents, injuries, and work restrictions?
  9. How does your software provide future effective dates, such as benefits eligibility, address changes, and terminations?
  10. Can the system track licenses and certifications' expirations?
  11. How does the software track each employee's completed training, new skills acquired, and any expiration date of these skills?
  12. Describe your application's employee self-service functionality. What are the major features?
  13. Describe how a manager would use the HRIS system and how it would benefit them.
  14. Is there any kind of automated notification system to help managers manage their HR tasks?
  15. Describe the reporting capabilities.
  16. Can employees participate in an electronic open enrollment?
  17. Can they view all eligible plans, choose their benefit plan and coverage options?
  18. Describe how managers are limited to information for only their direct reports.

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## **E. Additional Support for the Human Resources Department**

1. How many HR Professionals do you employ in your organization?
2. How many clients does an HR Professional support in your organization?
3. Describe your process for assisting in recruiting.
4. What role would you play in providing advice to supervisors/managers in discipline & termination situations?
5. Will you conduct a compliance/Best Practices Assessment? How will that be completed?
6. Describe your role in New Hire Orientations & Exit Interviews.
7. Describe your initial onboarding process for a new HR/Payroll client.
8. How will you assist us with ensuring I-9 compliance within our Employee Files?
9. Describe your involvement in Job Description development & maintenance.
10. Include a list of all HR Trainings available for our supervisors. What delivery method can be used (on-site, Web-based, etc.)?
11. How will your software system track the trainings completed? Who enters the completed trainings (client or HR vendor)?
12. Would our contracted HR Professional make on-site visits? How many times per year?

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13. How can you assist in benchmarking salaries for positions?
  14. Describe your Workplace Safety compliance support
  15. Can you administer our COBRA? If so please describe that service.
  16. Can you administer the Sct. 125 Flexible Spending Account? If so please describe that service.
  17. Describe any Employee Benefit plans available to our staff through your HR services.
  18. If our designated HR Advisor was not available due to absence, what is your contingency plan to provide HR coverage?
  19. Do you provide assistance with State Unemployment Claim responses? If so, please describe.

## **F. Time and Attendance Functionality**

1. Describe the options your company offers for collecting time.
2. Can managers review time sheets daily?
3. Can a designated manager/supervisor add or modify absence information?
4. Are standard reports available to track employee lost time, new hires, and terminations?
5. Can the software track different vacation policies for different employees?
6. Can the software track time accrued, taken, available, and carry-over?

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7. Can the system link to third-party time and attendance solutions? How?
  8. Describe how employees request time off using the timekeeping system?
  9. Describe how managers approve time off? Can they do it online?
  10. Can employees see their vacation balances in the system?
  11. Describe the reporting capabilities.
  12. Can reports be sent automatically? How?

## **G. Implementation and Training Overview**

1. Do you perform the implementation services within your organization, or do you rely on third-party implementers/business partners?
2. Describe the typical implementation approach for a client similar to ours in terms of:
  - a. Overall approach and implementation philosophy
  - b. Overall timeframe and key project milestones
3. Describe your company's standard training programs, curriculum, and delivery methods. Explain your ability to customize training for our particular needs.
4. Describe any other implementation or support services that your company typically provides and/or that may set it apart from other vendors.
5. Describe the typical implementation project team. Who is the primary point of contact during implementation?

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6. What is your process for moving implementation to customer maintenance?
  7. What is your company's commitment to ongoing and turnover-based training needs?

## **H. Technology Overview**

1. Which Microsoft Window versions and architectures will your software run on?
2. Describe workstation and server requirements. Also include bandwidth usage if the system is a SaaS offering.
3. Is there any technology (software, etc.) required to run your payroll application?
4. What browsers are allowed for use with your system?
5. How many years/months has your proposed Web offering been available?
6. Please describe the data import and export capabilities of your system and the formats that are supported. Is XML supported?
7. Does your software support help screens or wizards at the system, module, function, and field levels?
8. What backup and disaster recovery methodologies will you employ to protect our organization?
9. Can you provide us with access to our data? How is this done and in what formats? How often? Is there an additional cost?

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10. In the event of a data breach under a SaaS delivery model, what protection will you offer our company and employees? What reporting procedures are you required to follow? Will you fully indemnify and hold harmless our company in this situation?
  11. Does your software have an audit trail?
  12. Does your software have audit overrides?
  13. Does your software allow granular permissions?

## **H. Security Overview**

1. Describe the security that will be included in an installation of your product. Is it role-based, and does the software come with established roles?

## **I. Accountability**

1. In the event of a fine or penalty assessed for payroll errors made by the vendor: will the vendors be responsible for all such fines and/or penalties?

## **J. Price Protection**

1. Responses to the RFP must be valid for 60 days.